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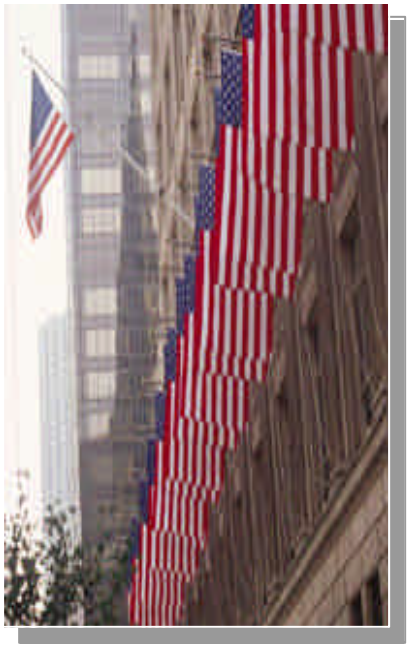

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Building Trust and Protecting Privacy

Digital Government Boot Camp 2002

October 8, 2002

ORACLE

Building Trust and Protecting Privacy

- What is the Impact of Government Transformation?
  - Convergence of e-Gov and Homeland Security
  - Meeting Privacy and Security Requirements in a World of Online Government
- What is the Relationship Between Security and Privacy?
- What do Citizens/ Businesses want?
- What is the Role of Government vs. Industry?
- How can government build trust?
- What Best Practices Can Help in Building a Privacy Program in Government?
- Do We Need Consistent Policies at Federal and State/ Local Levels?
- What are Some Basic Guidelines for Government to Follow ?

Transforming the Government Enterprise

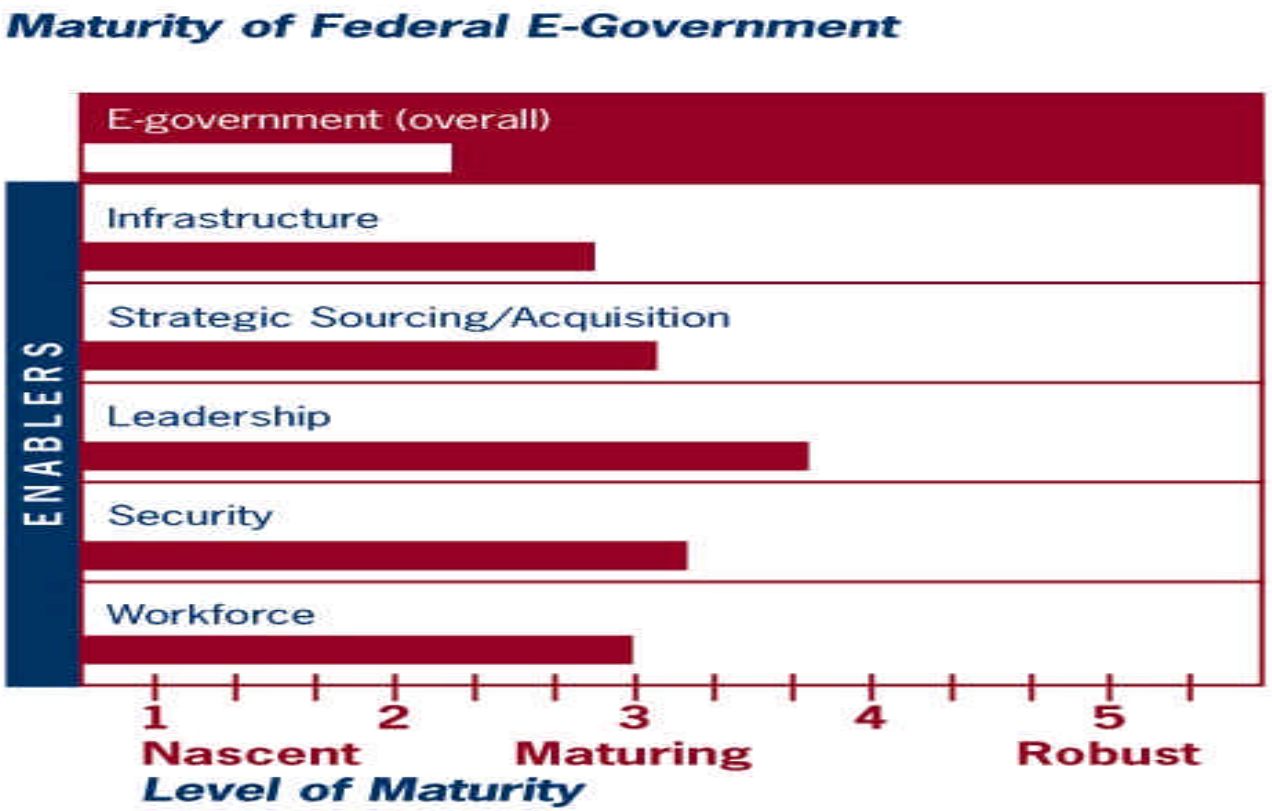
- Service to → Service by
- In Line → On-Line
- e-Commerce → e-Business
- Physical Knowledge → Digital Knowledge
- Casual Security → Acute Security
- Information Sharing → Assured Privacy

Focus on Core Values to Maintain Trust and Confidence

On Line Government and Privacy

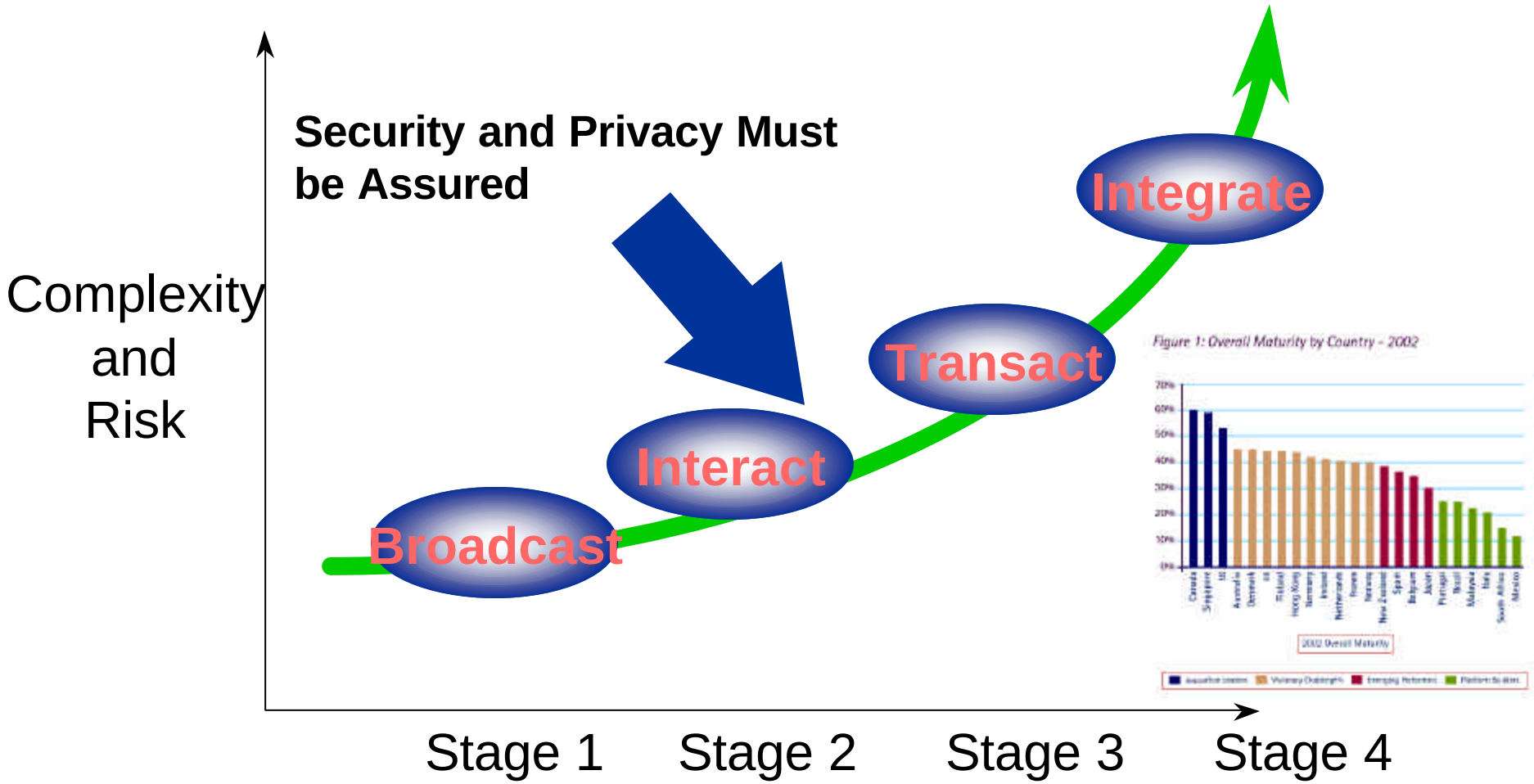
Government to Government	Government to Citizen/Business	Government to Supplier/Partner	Government to Employee

Security and Privacy Levels in Federal



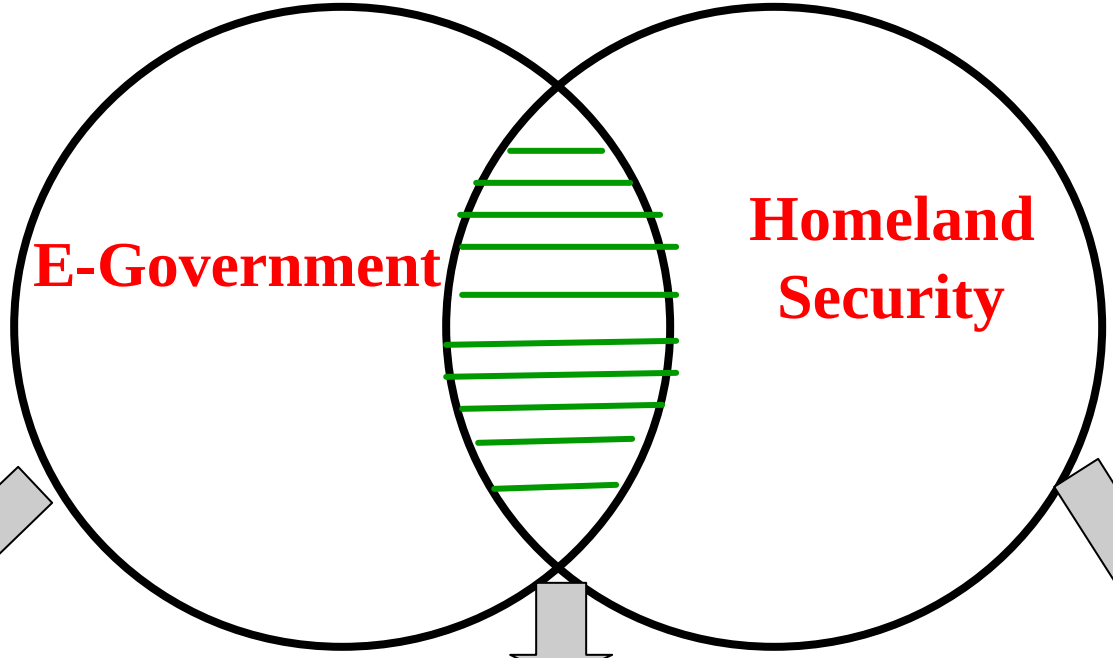
E-Government

Each stage increases risk to security and privacy



Impact of E-Government and Homeland Security Convergence

Digital Government with a National Purpose



- Effectiveness
- Efficiency
- Service Delivery

Balancing Requirements

- Security
- Privacy
- Trust
- Confidence
- Operational Excellence

- Prevent Attacks
- Reduce Vulnerability
- Recover Quickly

Building Trust and Protecting Privacy

- Major Concerns
  - Unauthorized Access
  - Identity Theft
  - Credit Card Theft
  - Online Fraud
  - Hacker Intrusions
  - Viruses
  - Terrorism

The threat: Computer Security Institute and FBI survey

- 90% detected security breaches
- 60% external, 40% internal
- 71% detected unauthorized access by insiders
- Average loss per intrusion:
  - External : $57,000
  - Internal: $2,700,000

The Internet provides much greater access to data, and to more valuable data, not only to legitimate users, but also hackers, disgruntled employees, criminals, and corporate spies

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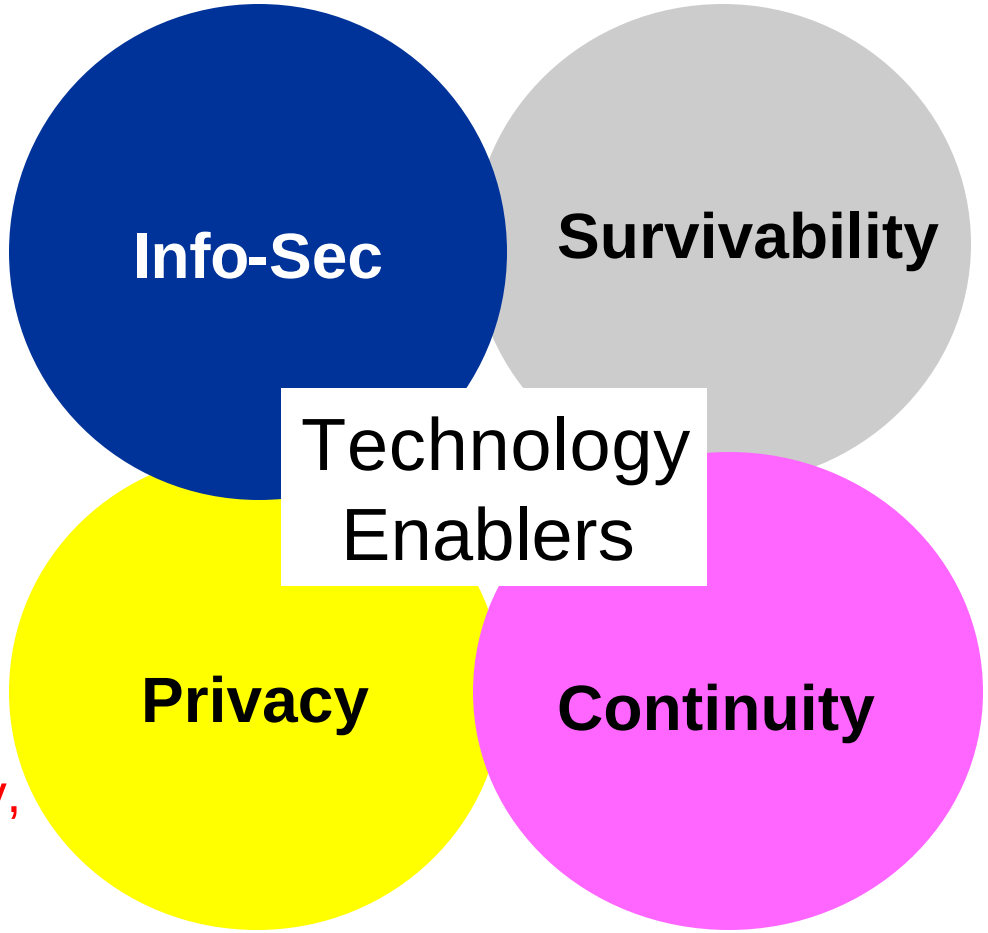
Source: Computer Security Institute and FBI Survey

Citizens and Consumers Are Concerned

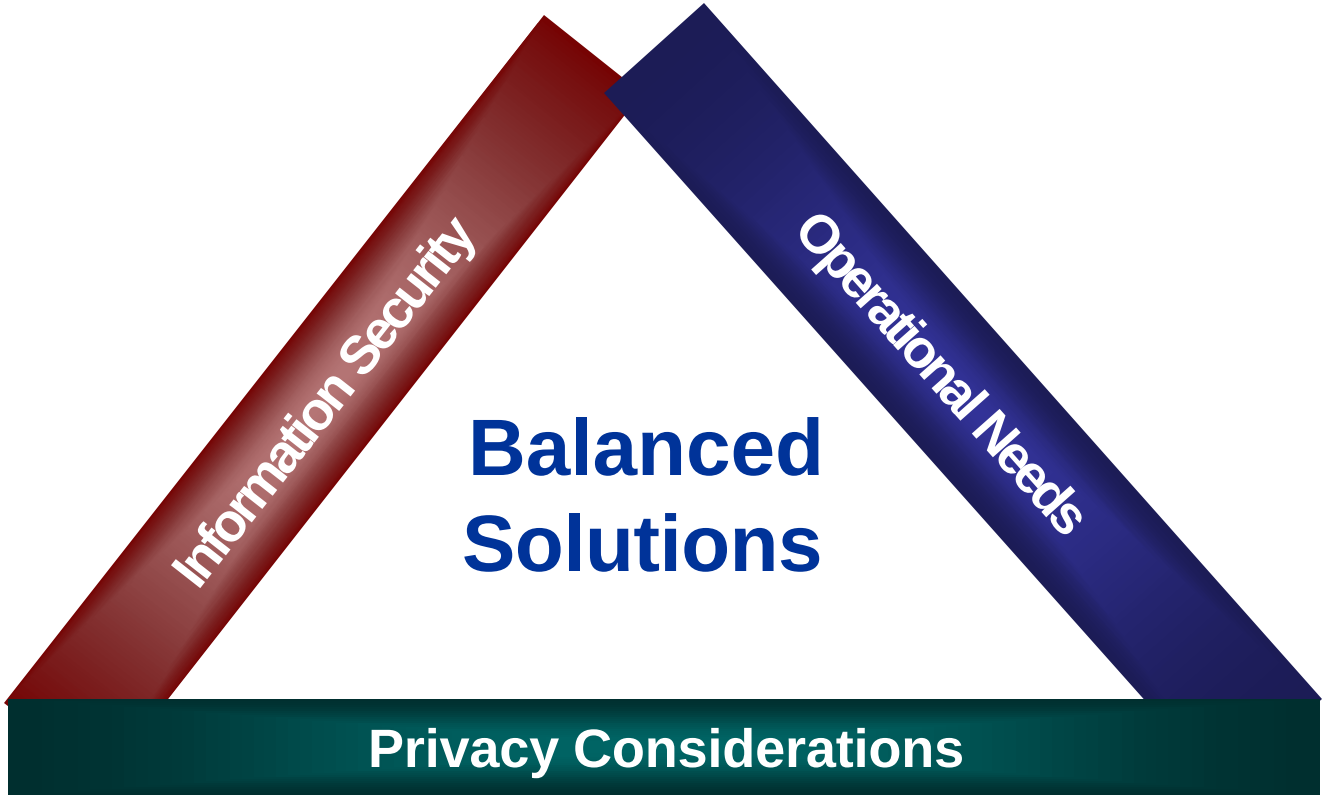
- ITAA survey, December 2001:
  - 70% of Americans concerned about Internet and computer security
  - 74% expressed fears that their personal information on the Internet could be stolen or used for malicious purposes.
  - 74% number said they are concerned that cyber-attacks could target critical infrastructure assets like telephone networks or power plants.
- Improved security will build trust

Putting Privacy in Perspective

- Information Security
  -- Secure, Protect, Defend
- Survivability
- Continuity of Operations
- Privacy
  -- Policy Driven Protection of Personal Information
- Technology
  -- Enables Info-Sec, Survivability, Continuity and Privacy



Balancing the Approach



Considerations for Balancing Security With Privacy

- Operational Requirements
  - Efficiency
  - Productivity
  - Cost
- Choice
  - Personal Security
  - Personal Privacy
- Risk
  - Making the tradeoff when required

Good Security Enhances Privacy

- Multilevel Security
- International Security evaluations
- Common Criteria/ ISO
- Virtual Private Database
- Label Security
- Fine-grained auditing
- Data Encryption (DES, 3DES, RC4-256)
- Password Maintenance
- Multi-tier Authentication

Build Trust by Strengthening Security

Decreasing the Risk

- Building Online Trust Means Creating Better Information Security
  - Make InfoSec First Tier Priority
  - Appropriate Sufficient Funds Strengthen Basic Infrastructure
  - Coordinate Policies Across Fed/ S/L Governments
  - Reach Out to International Counterparts
  - Share Best Practices/Encourage Better Practices
  - Focus on People and Processes, not Just Technology (e.g. Insider Threat)

Government Actions

- **What Can Government Do?**
  - Fund Information Security efforts
    - FY 03 Budget requests should be fully authorized
    - 15.5% increase in overall government IT budget
    - 64% increase in information security spending
    - Industry pushing aggressively
    - Increase state level funding of computer crime units

Government Actions.. Continued

- **Act as Issue Champion**
  - Promote Private Sector Action
    - Cyber Corps – Resources and Training
    - SME Awareness
  - Advance Research and Development—especially Research
  - Create Grants to State and Local Governments, University Programs
  - Continue Funding Increases for Cyber Corps
  - Promote Privacy Audits
  - Require Privacy Impact Statements

Private Sector Approach

- Industry Moving Rapidly to Address Security and Privacy Issues:
  - Security and Privacy Balanced based on Operational Requirements
  - Privacy Policy Notification Widespread
  - Consumer Control Over Personal Data
  - Automation of Privacy Preferences
  - Privacy Seal Programs

Summary: Basic Privacy Guidelines for Consideration

- Focus on Core Values That Build Trust
- Enact Policies That Have High Probability of Working and Are minimally Intrusive
- Announce and Explain New Security Procedures That Might Impinge on Privacy
- Measure the Effects of Enacted Policies
- Leverage Technology to Provide Security and Support Privacy Without Undermining Trust

Long Term Solutions for Measurable Results